

Filing and Resolving Your CG Fire Claim

The following is a step-by-step guide for how to file a claim for fire losses, and what happens once your claim is filed:

The claimant files a Notice of Loss (NOL) with the Office of Cerro Grande Fire Claims (OCGFC). A claim may be filed until August 28, 2002.

The claimant will receive an acknowledgement from the OCGFC with a claim number within five days of receiving the NOL.

A Claims Reviewer will then contact the claimant within five days upon receipt of the acknowledgement letter to begin the process.

The reviewer will make an appointment with the claimant to discuss the losses/damages, establishing the value, and advising of potential compensation amount.

A partial payment may be recommended based on available documentation. The Claims Reviewer will prepare a Proof of Loss after the reviewer and

claimant have completed efforts to develop appropriate documentation. The Proof of Loss is signed within 150 days of signing the NOL and submitted to an OCGFC/Authorized Official.

Those who wish an extension of the deadline should contact their Claims Reviewer.

OCGFC notifies claimant of determination for the claim.

Claimant receives a Letter of Determination within 180 days from receipt of NOL. If the claimant agrees with the determination, final payment will be made after claimant submits a completed Release and Certification form.

OR, if the claimant is dissatisfied with the decision, a two-level appeal process is available:

* Appeal to the Director of OCGFC.

* Elect binding arbitration, or judicial review by the U.S. District Court of New Mexico.

New OCGFC Website

The Office of Cerro Grande Fire Claims (OCGFC), with the volunteer help of New Mexico Internet Professionals, has developed a new website especially designed to make it easier for survivors of the Cerro Grande Fire to obtain the information and documents they need to speed their recovery and rebuild their homes as quickly and safely as possible.

To access the website log on to www.cerrogrande.losalamos.com

The website includes information about the entire OCGFC program plus links to other related sites. Among some of the topics covered are the claims process, policy, and arbitration. The site also includes Frequently Asked Questions About Mitigation and Landscaping and worksheets to develop personal property claims. Additionally, a Mitigation Proposal, which will jumpstart individuals in developing their mitigation plans, is available.

The website is an evolving project. Information will be added as it becomes available

Customer Service Centers to be Consolidated

As the number of newly-filed fire damage claims decreases, the Office of Cerro Grande Fire Claims (OCGFC) will review the need for facilities and consolidate some service centers in order to use staff more efficiently.

However, a center in Los Alamos will remain open until the last day to file a Notice of Loss, Aug. 28, 2002.

The San Ildefonso Service Center closed May 18. A customer service representative will be available at the

Tribal Office each Thursday from 9 a.m. until 6 p.m.

The center at the Santa Clara Pueblo will close June 1. After that, a customer service representative will be available at the Tribal Office each Friday from 9 a.m. to 6 p.m.

Persons from either Pueblo may visit the Espanola Center listed below. Additionally, OCGFC is developing both telephone and Internet systems to provide alternate ways to file claims

Mitigation Help Available

A mitigation specialist has been assigned to the Los Alamos Customer Service Center to advise those who either lost their homes or suffered burn damage in the May, 2000 fire on how to build back safer.

Mitigation Specialist Chris Berti will help both individual claimants and survivor groups determine the best measures to protect their homes from future fires or floods, and will help expedite their claims for mitigation compensation. Such safety measures might include fire-resistant landscaping and building materials.

Berti will be in the Los Alamos Customer Service Center from 9 a.m. to 5 p.m. Monday, Wednesday and Friday each week. He also can be reached by telephone at 505-661-3121, extension 2327.

Cerro Grande Fire Claims Customer Service Centers

Hours: M-F 9 am – 6 pm
Saturday 9-12 noon

Los Alamos

IT Building
235 Central Park Square
661-3121

Espanola

Johnson Controls Bldg.
1027 No. Railroad Ave.
747-4204

White Rock

134 State Rd. 4
672-4020

HORIZONS

Office of Cerro Grande Fire Claims



Federal Emergency Management Agency

May 25, 2001

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CONTACT US!

Hours: 9 a.m. - 6 p.m. Monday-Friday
9 a.m. - 12 p.m. Saturday

INFORMATION: 888-748-1853

EMAIL:
cerrograndenewsletter@fema.gov

WEBSITES:
www.cerrogrande.losalamos.com

www.fema.gov/cerrogrande

CUSTOMER SERVICE CENTERS

Espanola: Johnson Controls Bldg.
1027 N. Railroad
Los Alamos: IT Bldg., 235 Central
Park Square
White Rock: 134 State Road 4

Ombudsman:

Espanola
Veronica Verde
Office: 747-4204
Cell: 505-934-9728

Santa Clara and San Ildefonso
Joseph Hesbrook
Office: 424-5908
Cell: 505-934-9699

**Los Alamos and White Rock
Businesses**
Bill Lehman
Office: 661-3121
Cell: 505-934-9698

**Los Alamos and White Rock
Individuals, M-Th, 10 a.m.-4 p.m.**
Dorothy Hamory
Office: 661-3121
Cell: 505-934-9719

Tafoya Helps Santa Clara With Fire Recovery

Calvin Tafoya, former Espanola banker and twice governor of the Santa Clara Pueblo, has played a key role in the Pueblo's recovery from the Cerro Grande Fire.

As Economic Development Director for the Santa Clara Pueblo, Calvin has worked closely with the Office of Cerro Grande Fire Claims to determine the Pueblo's losses as a result of the fire. His work to restore damage and protect against future disaster losses have taken months away from his usual work.

"One area very damaging to us is the forest - the trees, plants and animals. What most people enjoy - we use in other ways," Calvin explained. "Our culture is tied to nature itself throughout our upbringing. To see our 'church,' our way of life affected was difficult. In our lifetimes, we'll never see that forest again."

In addition to loss of their ancestral home and its sacred sites, the tribe lost plants and animals essential to subsistence living.

And yet now, a year after the fire, Calvin said most tribal members are ready to move forward and rebuild their lives. Tafoya hopes that Santa Clara Pueblo can turn tragedy into opportunity. "That's not a common feeling yet, but we can't bring the forest (as it was) back. But let's do the best we can with rebuilding and protecting it."

Calvin Tafoya attended the College of Santa Fe and spent two and a half years in the Army before joining a bank in Espanola. He has long been involved



Calvin Tafoya

in helping develop Indian tourism in New Mexico - a role that has allowed him to travel around the world promoting economic development and talking about what Pueblos have to offer visitors. Calvin works with his tribal council to diversify the Pueblo's range of business activities and to help strengthen the economic position of the Santa Clara Pueblo and its members.

Cerro Grande Compensation Tops \$108 million

Individuals	\$63,610,820
Businesses	\$17,205,673
State and Local Governments	\$6,829,738
Tribal Governments	\$7,841,986
Not-For-Profit	\$90,997
Individual Mitigation	\$57,338
Community Mitigation	\$13,070,000
Total Payments:	\$108,706,552
As of 5/22/01	

